

**Notice of Allowability**

Application No.

09/704,569

Examiner

AKIBA K. ROBINSON BOYCE

Applicant(s)

RODRIGUEZ ET AL.

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**-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--**

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to Board of Patent Appeals and Interferences decision rendered 6/11/09.
2. ☒ The allowed claim(s) is/are 4-10,14,15,21-23,27,31-33 and 37-40.
3. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some\* c) ☐ None of the:
- ☐ Certified copies of the priority documents have been received.
  - ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  - ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).
- \* Certified copies not received: \_\_\_\_\_.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.

**THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.**

4. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
5. ☐ CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
- (a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached
- 1) ☐ hereto or 2) ☐ to Paper No./Mail Date \_\_\_\_\_.
- (b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date \_\_\_\_\_.
- Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
6. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

**Attachment(s)**

- |  |  |
|--|--|
| 1. <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)                                | 5. <input type="checkbox"/> Notice of Informal Patent Application  |
| 2. <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)                       | 6. <input checked="" type="checkbox"/> Interview Summary (PTO-413),<br>Paper No./Mail Date <u>20091002</u> . |
| 3. <input type="checkbox"/> Information Disclosure Statements (PTO/SB/08),<br>Paper No./Mail Date _____    | 7. <input checked="" type="checkbox"/> Examiner's Amendment/Comment  |
| 4. <input type="checkbox"/> Examiner's Comment Regarding Requirement for Deposit<br>of Biological Material | 8. <input checked="" type="checkbox"/> Examiner's Statement of Reasons for Allowance                         |
|  | 9. <input type="checkbox"/> Other _____.   |

## **DETAILED ACTION**

### ***Status of Claims***

1. Due to the Board of Patent Appeals and Interferences decision rendered 6/11/09, the following is a non-final office action. Claims 1, 3, 18, 20, 28, and 30, were affirmed by the board, and are withdrawn from further consideration, thereby leaving claims 4-10, 14, 15, 21-23, 25, 27, 31, 32, 33, 35, 37-41 pending. Claims 4-10, 14, 15, 21-23, 27, 31, 32, 33, 37, 38, 39, 40 were reversed by the board, and will be allowed, and claims 25, 35 and 41 were reversed by the board, however are cancelled.

### **EXAMINER'S AMENDMENT**

2. An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it **MUST** be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with Leslie VanLeeuwen on 10/2/09 and Joseph VanLeeuwen on 10/9/09.

The application has been amended as follows:

As per claim 4, this claim is amended as follows:

4. A method of handling travel arrangements, said method comprising:  
scheduling the travel arrangements using a computer system;  
recording the scheduled travel arrangements on a nonvolatile storage device connected  
to the computer system; and  
sending one or more automated requests corresponding to the travel arrangements

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from the computer system to one or more service agents, wherein the automated requests are based on a traveler's user profile, and wherein at least one of the service agents are selected from the group consisting of a delivery service agent, a telephone system, an electronic calendar system, and a medical information system; and

~~The method as described in claim 4~~ wherein the delivery service agents include one or more parcel services, and wherein the automated requests include one of holding packages for customer pickup, delivering packages on a future date, and leaving packages with a neighbor.

As per claim 5, this claim is amended as follows:

5. A method of handling travel arrangements, said method comprising:

scheduling the travel arrangements using a computer system;

recording the scheduled travel arrangements on a nonvolatile storage device connected to the computer system; and sending one or more automated requests corresponding to

the travel arrangements from the computer system to one or more service agents,

wherein the automated requests are based on a traveler's user profile, and wherein at

least one of the service agents are selected from the group consisting of a delivery

service agent, a telephone system, an electronic calendar system, and a medical

information system; and

~~The method as described in claim 4~~ wherein the delivery service agent includes a post office, and wherein the automated requests include at least one of holding mail for

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customer pickup, delivering mail on a future date, and forwarding mail to another address.

As per claim 6, this claim is amended as follows:

6. A method of handling travel arrangements, said method comprising:  
scheduling the travel arrangements using a computer system;  
recording the scheduled travel arrangements on a nonvolatile storage device connected  
to the computer system; and sending one or more automated requests corresponding to  
the travel arrangements from the computer system to one or more service agents,  
wherein the automated requests are based on a traveler's user profile, and wherein at  
least one of the service agents are selected from the group consisting of a delivery  
service agent, a telephone system, an electronic calendar system, and a medical  
information system; and

~~The method as described in claim 4~~ wherein the delivery service agent includes a company mailroom, and wherein the automated requests include at least one of holding mail for future pickup, delivering mail on a future date, and forwarding mail to another address.

As per claim 7, this claim is amended as follows:

7. A method of handling travel arrangements, said method comprising:  
scheduling the travel arrangements using a computer system;  
recording the scheduled travel arrangements on a nonvolatile storage device connected

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to the computer system; and sending one or more automated requests corresponding to the travel arrangements from the computer system to one or more service agents, wherein the automated requests are based on a traveler's user profile, and wherein at least one of the service agents are selected from the group consisting of a delivery service agent, a telephone system, an electronic calendar system, and a medical information system; and

~~The method as described in claim 1~~ wherein the service agents include one or more of the telephone systems and wherein the sending automated requests include configuring instructions corresponding to a telephone.

As per claim 8, this claim is amended as follows:

8. A method of handling travel arrangements, said method comprising:  
scheduling the travel arrangements using a computer system;  
recording the scheduled travel arrangements on a nonvolatile storage device connected to the computer system; and sending one or more automated requests corresponding to the travel arrangements from the computer system to one or more service agents, wherein the automated requests are based on a traveler's user profile, and wherein at least one of the service agents are selected from the group consisting of a delivery service agent, a telephone system, an electronic calendar system, and a medical information system; wherein the service agents include one or more of the telephone systems and wherein the sending automated requests include configuring instructions corresponding to a telephone; and

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~~The method as described in claim 7~~ wherein the configuring requests include at least one of changing a voicemail greeting, forwarding calls received at a first phone number to a second phone number, transferring a caller to an alternate phone number, and providing the caller with an emergency contact.

As per claim 9, this claim is amended as follows:

9. A method of handling travel arrangements, said method comprising:  
scheduling the travel arrangements using a computer system;  
recording the scheduled travel arrangements on a nonvolatile storage device connected to the computer system; and  
sending one or more automated requests corresponding to the travel arrangements from the computer system to one or more service agents, wherein the automated requests are based on a traveler's user profile, and wherein at least one of the service agents are selected from the group consisting of a delivery service agent, a telephone system, an electronic calendar system, and a medical information system; wherein the service agents include one or more of the telephone systems and wherein the sending automated requests include configuring instructions corresponding to a telephone; and  
~~The method as described in claim 7, further comprising:~~registering the telephone with an email system prior to the configuring, wherein the registering includes sending a message to the email system.

As per claim 10, this claim is amended as follows:

10. A method of handling travel arrangements, said method comprising:  
scheduling the travel arrangements using a computer system;  
recording the scheduled travel arrangements on a nonvolatile storage device connected  
to the computer system; and sending one or more automated requests corresponding to  
the travel arrangements from the computer system to one or more service agents,  
wherein the automated requests are based on a traveler's user profile, and wherein at  
least one of the service agents are selected from the group consisting of a delivery  
service agent, a telephone system, an electronic calendar system, and a medical  
information system; wherein the service agents include one or more of the  
telephone systems and wherein the sending automated requests include configuring  
instructions corresponding to a telephone; and

~~The method as described in claim 7, wherein the transferring further includes:~~  
setting a backup contact name, wherein the backup contact name corresponds with an  
alternate phone number; and receiving a predefined signal from a calling telephone  
requesting the transferring to the alternate phone number.

As per claim 14, this claim is amended as follows:

14. A method of handling travel arrangements, said method comprising:  
scheduling the travel arrangements using a computer system;  
recording the scheduled travel arrangements on a nonvolatile storage device connected  
to the computer system; and sending one or more automated requests corresponding to

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the travel arrangements from the computer system to one or more service agents, wherein the automated requests are based on a traveler's user profile, and wherein at least one of the service agents are selected from the group consisting of a delivery service agent, a telephone system, an electronic calendar system, and a medical information system; and

~~The method as described in claim 1 further comprising:~~

receiving the automated request at the medical information system; and  
downloading destination related medical information to a computing device that is accessible by a user in response to the received request.

As per claim 15, this claim is amended as follows:

15. A method of handling travel arrangements, said method comprising:  
scheduling the travel arrangements using a computer system;  
recording the scheduled travel arrangements on a nonvolatile storage device connected to the computer system; and sending one or more automated requests corresponding to the travel arrangements from the computer system to one or more service agents, wherein the automated requests are based on a traveler's user profile, and wherein at least one of the service agents are selected from the group consisting of a delivery service agent, a telephone system, an electronic calendar system, and a medical information system; and

~~The method as described in claim 14 wherein the medical information corresponds with one or more medical services offered at a travel destination.~~



As per claim 21, this claim is amended as follows:

21. An information handling system comprising:

one or more processors;

a memory accessible by the processors;

a nonvolatile storage device accessible by the processors; and

a travel automation tool, the travel automation tool including:

means for scheduling travel arrangements using a computer system;

means for recording the scheduled travel arrangements on the nonvolatile storage device;

means for sending one or more automated requests corresponding to the travel arrangements from the computer system to one or more service agents, wherein the automated requests are based on a traveler's user profile, and wherein at least one of the service agents are selected from the group consisting of a delivery service agent, a telephone system, an electronic calendar system, and a medical information system; and

~~The information handling system as described in claim 18~~ wherein the automated requests include at least one of holding packages for future pickup, delivering packages on a future date, and leaving packages at an alternate location.

As per claim 22, this claim is amended as follows:

22. An information handling system comprising:

one or more processors;

a memory accessible by the processors;

a nonvolatile storage device accessible by the processors; and

a travel automation tool, the travel automation tool including:

means for scheduling travel arrangements using a computer system;

means for recording the scheduled travel arrangements on the nonvolatile storage device;

means for sending one or more automated requests corresponding to the travel arrangements from the computer system to one or more service agents, wherein the automated requests are based on a traveler's user profile, and wherein at least one of the service agents are selected from the group consisting of a delivery service agent, a telephone system, an electronic calendar system, and a medical information system; and

The information handling system as described in claim 18 wherein the service agents include one or more of the telephone systems and wherein the means for sending automated requests include means for configuring a telephone based on the automated requests.

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As per claim 23, this claim is amended as follows:

23. An information handling system comprising:

one or more processors;

a memory accessible by the processors;

a nonvolatile storage device accessible by the processors; and

a travel automation tool, the travel automation tool including:

means for scheduling travel arrangements using a computer system;

means for recording the scheduled travel arrangements on the nonvolatile storage device;

means for sending one or more automated requests corresponding to the travel arrangements from the computer system to one or more service agents, wherein the automated requests are based on a traveler's user profile, and wherein at least one of the service agents are selected from the group consisting of a delivery service agent, a telephone system, an electronic calendar system, and a medical information system;

wherein the service agents include one or more of the telephone systems and wherein the means for sending automated requests include means for configuring a telephone based on the automated requests; and

~~The information handling system as described in claim 22 further comprising:~~

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means for registering the telephone with an email system prior to the configuring, wherein the registering includes means for sending a message to the email system.

As per claim 27, this claim is amended as follows:

27. An information handling system comprising:

one or more processors;

a memory accessible by the processors;

a nonvolatile storage device accessible by the processors; and

a travel automation tool, the travel automation tool including:

means for scheduling travel arrangements using a computer system;

means for recording the scheduled travel arrangements on the nonvolatile storage device;

means for sending one or more automated requests corresponding to the travel arrangements from the computer system to one or more service agents, wherein the automated requests are based on a traveler's user profile, and wherein at least one of the service agents are selected from the group consisting of a delivery service agent, a telephone system, an electronic calendar system, and a medical information system;

~~The information handling system as described in claim 18~~ further comprising:

means for receiving the automated request at a second information handling system;

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means for searching a database connected to the second information handling system for requested information; and

means for downloading destination related medical information resulting from the searching to a computing device that is accessible by a user.

As per claim 31, this claim is amended as follows:

.  
31. A computer program product stored in a tangible computer storage media, the computer operable media containing instructions for execution by a computer, which, when executed by the computer, cause the computer to implement a method for handling travel arrangements, said method comprising:  
scheduling the travel arrangements using a computer system;  
recording the scheduled travel arrangements on a nonvolatile storage device connected to the computer system; and  
sending one or more automated requests corresponding to the travel arrangements from the computer system to one or more service agents, wherein the automated requests are based on a traveler's user profile, and wherein at least one of the service agents are selected from the group consisting of a delivery service agent, a telephone system, an electronic calendar system, and a medical information system; and  
wherein the automated requests include at least one of holding packages for customer pickup, delivering packages on a future date, and leaving packages at an alternate location.

As per claim 32, this claim is amended as follows:

32. A computer program product stored in a tangible computer storage media, the computer operable media containing instructions for execution by a computer, which, when executed by the computer, cause the computer to implement a method for handling travel arrangements, said method comprising:  
scheduling the travel arrangements using a computer system;  
recording the scheduled travel arrangements on a nonvolatile storage device connected to the computer system;  
sending one or more automated requests corresponding to the travel arrangements from the computer system to one or more service agents, wherein the automated requests are based on a traveler's user profile, and wherein at least one of the service agents are selected from the group consisting of a delivery service agent, a telephone system, an electronic calendar system, and a medical information system; and  
~~The computer program product as described in claim 28~~ wherein the service agents include one or more of the telephone systems and wherein the sending automated requests include configuring a telephone based on the automated requests.

As per claim 33, this claim is amended as follows:

33. A computer program product stored in a tangible computer storage media, the computer operable media containing instructions for execution by a computer, which, when executed by the computer, cause the computer to implement a method for

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handling travel arrangements, said method comprising:  
scheduling the travel arrangements using a computer system;  
recording the scheduled travel arrangements on a nonvolatile storage device connected  
to the computer system; and  
sending one or more automated requests corresponding to the travel arrangements  
from the computer system to one or more service agents, wherein the automated  
requests are based on a traveler's user profile, and wherein at least one of the service  
agents are selected from the group consisting of a delivery service agent, a telephone  
system, an electronic calendar system, and a medical information system;  
wherein the service agents include one or more of the telephone systems and wherein  
the sending automated requests include configuring a telephone based on the  
automated requests; and

~~The computer program product as described in claim 32 wherein the method further~~  
~~comprises:~~

registering the telephone with an email system prior to the configuring, wherein the  
registering includes means for sending a message to the email system.

37. A computer program product stored in a tangible computer storage media, the  
computer operable media containing instructions for execution by a computer, which,  
when executed by the computer, cause the computer to implement a method for  
handling travel arrangements, said method comprising:  
scheduling the travel arrangements using a computer system;

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recording the scheduled travel arrangements on a nonvolatile storage device connected to the computer system; and

sending one or more automated requests corresponding to the travel arrangements from the computer system to one or more service agents, wherein the automated requests are based on a traveler's user profile, and wherein at least one of the service agents are selected from the group consisting of a delivery service agent, a telephone system, an electronic calendar system, and a medical information system;

wherein the service agents include one or more of the telephone systems and wherein the sending automated requests include configuring a telephone based on the automated requests;

~~The computer program product as described in claim 28 wherein the method further comprises:~~

receiving the automated request at a second computer program product;

searching a database connected to the second computer program product for requested information; and

downloading destination related medical information resulting from the searching to a computing device that is accessible by a user.

38. A method of handling travel arrangements, said method comprising:

scheduling the travel arrangements using a computer system;

recording the scheduled travel arrangements on a nonvolatile storage device connected to the computer system;



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sending one or more automated requests corresponding to the travel arrangements from the computer system to one or more service agents, wherein the automated requests are based on a traveler's user profile, and wherein at least one of the service agents are selected from the group consisting of a delivery service agent, a telephone system, an electronic calendar system, and a medical information system; and

~~The method of claim 4~~ wherein one of the automated requests results in increasing a user's electronic wallet balance and decreasing a user's bank account balance, the user corresponding to the travel arrangements.

39. An information handling system comprising:

one or more processors;

a memory accessible by the processors;

a nonvolatile storage device accessible by the processors; and

a travel automation tool, the travel automation tool including:

means for scheduling travel arrangements using a computer system;

means for recording the scheduled travel arrangements on the nonvolatile storage device;

means for sending one or more automated requests corresponding to the travel arrangements from the computer system to one or more service agents, wherein

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the automated requests are based on a traveler's user profile, and wherein at least one of the service agents are selected from the group consisting of a delivery service agent, a telephone system, an electronic calendar system, and a medical information system; and

~~The information handling system of claim 18~~ wherein one of the automated requests results in increasing a user's electronic wallet balance and decreasing a user's bank account balance, the user corresponding to the travel arrangements.

40. A computer program product stored in a tangible computer storage media, the computer operable media containing instructions for execution by a computer, which, when executed by the computer, cause the computer to implement a method for handling travel arrangements, said method comprising:  
scheduling the travel arrangements using a computer system;  
recording the scheduled travel arrangements on a nonvolatile storage device connected to the computer system; and  
sending one or more automated requests corresponding to the travel arrangements from the computer system to one or more service agents, wherein the automated requests are based on a traveler's user profile, and wherein at least one of the service agents are selected from the group consisting of a delivery service agent, a telephone system, an electronic calendar system, and a medical information system; and

~~The computer program product of claim 28~~ wherein one of the automated requests results in increasing a user's electronic wallet balance and decreasing a user's bank account balance, the user corresponding to the travel arrangements.

***Allowable Subject Matter***

3. Claims 4-10, 14, 15, 21-23, 27, 31-33, 37-39, 40 are allowed.
4. Since allowable subject matter has been indicated, applicant is encouraged to submit formal drawings in response to this Office Action. The early submission of formal drawings will permit the Office to review the drawings for acceptability and to resolve any informalities remaining therein before the application is passed to issue. This will avoid possible delays in the issue process.
5. The following is an examiner's statement of reasons for allowance. None of the prior art of record either individually or in combination teach the following:
  - (1) "wherein the delivery service agents include one or more parcel services, and wherein the automated requests include one of holding packages for customer pickup, delivering packages on a future date, and leaving packages with a neighbor."
  - (2) "wherein the delivery service agent includes a post office, and wherein the automated requests include at least one of holding mail for customer pickup, delivering mail on a future date, and forwarding mail to another address."

(3) "wherein the delivery service agent includes a company mailroom, and wherein the automated requests include at least one of holding mail for future pickup, delivering mail on a future date, and forwarding mail to another address."

(4) "wherein the automated requests include at least one of holding packages for future pickup, delivering packages on a future date, and leaving packages at an alternate location."

(5) "wherein the sending automated requests include configuring instructions corresponding to a telephone."

(6) the automated request be related to medical information or retrieve medical information.

(7) a wallet change resulting from a travel related request

The present invention discloses a way for a travel agent to maintain a travel profile so users could perform actions that a user wishes to execute while the user is away from the office. These actions can be bundled into a travel package that is transmitted to the user in response to the user making travel arrangements. The travel agent can be an automated agent, such as an on-line travel agent, or a traditional brick-and-mortar travel agent that is used by the traveler. The travel agent processes the user's travel request and reads the user's profile for actions that the user would like to take while he is away. Once the actions are combined into a travel package, they are

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transmitted for processing. The first allowable feature of wherein the delivery service agents include one or more parcel services, and wherein the automated requests include one of holding packages for customer pickup, delivering packages on a future date, and leaving packages with a neighbor is not disclosed by any prior art reference. The closest prior art, Chong (US 2002/0111845 A1) is directed to a way for a meeting planner to enter sensitive data in the planning of an event using facilities and resources accessed through the public Internet, and yet have control of the sensitive data to secure it from access by unauthorized persons while being able to incorporate the sensitive data with sophisticated meeting facilitation functions that are accessible online to participants of the event. The next closest prior art, Gershman (US 6,401,085 B1) is directed to a portable portal into the Internet. Its wireless device transmits a query to a service routine which then queries the Web to find price, shipping, and availability information from various Web suppliers. The next closest prior art, Levine (US 6,076,121) is directed to network for transporting an item between points within the network. The next closest prior art, Berman (US 5,995,939), is directed to automated service request and fulfillment systems, particularly systems in which requests are made and fulfilled over a computer network. The next closest prior art, Felger (US 6,553,108 B1) is directed to payment authorization and billing arrangement for products, services, and value-added telecommunication services purchased over a computer network. Newly cited art, Tognazzini (US 5,790,974) discloses a personal calendaring system includes a portable calendaring system and a complementary office calendar system, each synchronizing calendar entries by two-way wireless

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transmission. However, Chong, Gershman, Levine, Berman, Felger and Tognazzini all fail to disclose the feature of wherein the delivery service agents include one or more parcel services, and wherein the automated requests include one of holding packages for customer pickup, delivering packages on a future date, and leaving packages with a neighbor. This distinct feature has been added to claim 4 and renders it and all claims that depend from it allowable.

The second allowable feature of wherein the delivery service agent includes a post office, and wherein the automated requests include at least one of holding mail for customer pickup, delivering mail on a future date, and forwarding mail to another address is not disclosed by any prior art reference. The closest prior art, The closest prior art, Chong (US 2002/0111845 A1) is directed to a way for a meeting planner to enter sensitive data in the planning of an event using facilities and resources accessed through the public Internet, and yet have control of the sensitive data to secure it from access by unauthorized persons while being able to incorporate the sensitive data with sophisticated meeting facilitation functions that are accessible online to participants of the event. The next closest prior art, Gershman (US 6,401,085 B1) is directed to a portable portal into the Internet. Its wireless device transmits a query to a service routine which then queries the Web to find price, shipping, and availability information from various Web suppliers. The next closest prior art, Levine (US 6,076,121) is directed to network for transporting an item between points within the network. The next closest prior art, Berman (US 5,995,939), is directed to automated service request

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and fulfillment systems, particularly systems in which requests are made and fulfilled over a computer network. The next closest prior art, Felger (US 6,553,108 B1) is directed to payment authorization and billing arrangement for products, services, and value-added telecommunication services purchased over a computer network. Newly cited art, Tognazzini (US 5,790,974) discloses a personal calendaring system includes a portable calendaring system and a complementary office calendar system, each synchronizing calendar entries by two-way wireless transmission. However, Chong, Gershman, Levine, Berman, Felger and Tognazzini all fail to disclose the feature of wherein the delivery service agent includes a post office, and wherein the automated requests include at least one of holding mail for customer pickup, delivering mail on a future date, and forwarding mail to another address. This distinct feature has been added to claim 5 and renders them and renders it and all claims that depend from it allowable.

The third allowable feature of wherein the delivery service agent includes a company mailroom, and wherein the automated requests include at least one of holding mail for future pickup, delivering mail on a future date, and forwarding mail to another address is not disclosed by any prior art reference. The closest prior art, The closest prior art, Chong (US 2002/011845 A1) is directed to a way for a meeting planner to enter sensitive data in the planning of an event using facilities and resources accessed through the public Internet, and yet have control of the sensitive data to secure it from access by unauthorized persons while being able to incorporate the sensitive data with sophisticated meeting facilitation functions that are accessible online to participants of

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the event. The next closest prior art, Gershman (US 6,401,085 B1) is directed to a portable portal into the Internet. Its wireless device transmits a query to a service routine which then queries the Web to find price, shipping, and availability information from various Web suppliers. The next closest prior art, Levine (US 6,076,121) is directed to network for transporting an item between points within the network. The next closest prior art, Berman (US 5,995,939), is directed to automated service request and fulfillment systems, particularly systems in which requests are made and fulfilled over a computer network. The next closest prior art, Felger (US 6,553,108 B1) is directed to payment authorization and billing arrangement for products, services, and value-added telecommunication services purchased over a computer network. Newly cited art, Tognazzini (US 5,790,974) discloses a personal calendaring system includes a portable calendaring system and a complementary office calendar system, each synchronizing calendar entries by two-way wireless transmission. However, Chong, Gershman, Levine, Berman, Felger and Tognazzini all fail to disclose the feature of wherein the delivery service agent includes a company mailroom, and wherein the automated requests include at least one of holding mail for future pickup, delivering mail on a future date, and forwarding mail to another address. This distinct feature has been added to claim 6 and renders it and all claims that depend from it allowable.

The fourth allowable feature of wherein the automated requests include at least one of holding packages for future pickup, delivering packages on a future date, and leaving packages at an alternate location is not disclosed by any prior art reference. The



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closest prior art, The closest prior art, Chong (US 2002/0111845 A1) is directed to a way for a meeting planner to enter sensitive data in the planning of an event using facilities and resources accessed through the public Internet, and yet have control of the sensitive data to secure it from access by unauthorized persons while being able to incorporate the sensitive data with sophisticated meeting facilitation functions that are accessible online to participants of the event. The next closest prior art, Gershman (US 6,401,085 B1) is directed to a portable portal into the Internet. Its wireless device transmits a query to a service routine which then queries the Web to find price, shipping, and availability. information from various Web suppliers. The next closest prior art, Levine (US 6,076,121) is directed to network for transporting an item between points within the network. The next closest prior art, Berman (US 5,995,939), is directed to automated service request and fulfillment systems, particularly systems in which requests are made and fulfilled over a computer network. The next closest prior art, Felger (US 6,553,108 B1) is directed to payment authorization and billing arrangement for products, services, and value-added telecommunication services purchased over a computer network. Newly cited art, Tognazzini (US 5,790,974) discloses a personal calendaring system includes a portable calendaring system and a complementary office calendar system, each synchronizing calendar entries by two-way wireless transmission. However, Chong, Gershman, Levine, Berman, Felger and Tognazzini all fail to disclose the feature of wherein the automated requests include at least one of holding packages for future pickup, delivering packages on a future date,

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and leaving packages at an alternate location. This distinct feature has been added to claim 21 and renders it and all claims that depend from it allowable.

The fifth allowable feature of wherein the sending automated requests include configuring instructions corresponding to a telephone is not disclosed by any prior art reference. The closest prior art, Chong (US 2002/0111845 A1) is directed to a way for a meeting planner to enter sensitive data in the planning of an event using facilities and resources accessed through the public Internet, and yet have control of the sensitive data to secure it from access by unauthorized persons while being able to incorporate the sensitive data with sophisticated meeting facilitation functions that are accessible online to participants of the event. The next closest prior art, Gershman (US 6,401,085 B1) is directed to a portable portal into the Internet. Its wireless device transmits a query to a service routine which then queries the Web to find price, shipping, and availability information from various Web suppliers. The next closest prior art, Levine (US 6,076,121) is directed to network for transporting an item between points within the network. The next closest prior art, Berman (US 5,995,939), is directed to automated service request and fulfillment systems, particularly systems in which requests are made and fulfilled over a computer network. The next closest prior art, Felger US 6,553,108 B1 is directed to payment authorization and billing arrangement for products, services, and value-added telecommunication services purchased over a computer network. Newly cited art, Tognazzini (US 5,790,974) discloses a personal calendaring system includes a portable calendaring system and a complementary office calendar

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system, each synchronizing calendar entries by two-way wireless transmission.

However, Chong, Gershman, Levine, Berman, Felger and Tognazzini all fail to disclose the feature of wherein the sending automated requests include configuring instructions corresponding to a telephone. This distinct feature has been added to claims 7, 22, and renders them and all claims that depend from them allowable.

The sixth allowable feature of the automated request be related to medical information or retrieve medical information is not disclosed by any prior art reference. The closest prior art, Chong (US 2002/0111845 A1) is directed to a way for a meeting planner to enter sensitive data in the planning of an event using facilities and resources accessed through the public Internet, and yet have control of the sensitive data to secure it from access by unauthorized persons while being able to incorporate the sensitive data with sophisticated meeting facilitation functions that are accessible online to participants of the event. The next closest prior art, Gershman (US 6,401,085 B1) is directed to a portable portal into the Internet. Its wireless device transmits a query to a service routine which then queries the Web to find price, shipping, and availability information from various Web suppliers. The next closest prior art, Levine (US 6,076,121) is directed to network for transporting an item between points within the network. The next closest prior art, Berman (US 5,995,939), is directed to automated service request and fulfillment systems, particularly systems in which requests are made and fulfilled over a computer network. The next closest prior art, Felger (US 6,553,108 B1) is directed to payment authorization and billing arrangement for products, services, and value-added

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telecommunication services purchased over a computer network. Newly cited art, Tognazzini (US 5,790,974) discloses a personal calendaring system includes a portable calendaring system and a complementary office calendar system, each synchronizing calendar entries by two-way wireless transmission. However, Chong, Gershman, Levine, Berman, Felger and Tognazzini all fail to disclose the feature of the automated request be related to medical information or retrieve medical information. This distinct feature has been added to claims 14, 15, 27 and renders it and all claims that depend from it allowable.

The seventh allowable feature of a wallet change resulting from a travel related request is not disclosed by any prior art reference. The closest prior art, Chong (US 2002/0111845 A1) is directed to a way for a meeting planner to enter sensitive data in the planning of an event using facilities and resources accessed through the public Internet, and yet have control of the sensitive data to secure it from access by unauthorized persons while being able to incorporate the sensitive data with sophisticated meeting facilitation functions that are accessible online to participants of the event. The next closest prior art, Gershman (US 6,401,085 B1) is directed to a portable portal into the Internet. Its wireless device transmits a query to a service routine which then queries the Web to find price, shipping, and availability information from various Web suppliers. The next closest prior art, Levine (US 6,076,121) is directed to network for transporting an item between points within the network. The next closest prior art, Berman (US 5,995,939), is directed to automated service request and

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fulfillment systems, particularly systems in which requests are made and fulfilled over a computer network. The next closest prior art, Felger (US 6,553,108 B1) is directed to payment authorization and billing arrangement for products, services, and value-added telecommunication services purchased over a computer network. Newly cited art, Tognazzini (US 5,790,974) discloses a personal calendaring system includes a portable calendaring system and a complementary office calendar system, each synchronizing calendar entries by two-way wireless transmission. However, Chong, Gershman, Levine, Berman, Felger and Tognazzini all fail to disclose the feature of a wallet change resulting from a travel related request. This distinct feature has been added to claims 38, 39 and renders it and all claims that depend from it allowable.

6. Examiner would also like to add that for allowable claims 31-33, 37 and 40, examiner is interpreting the computer program product stored in a tangible computer storage media to not include signals.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

### ***Conclusion***

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7. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Akiba K Robinson-Boyce whose telephone number is 571-272-6734. The examiner can normally be reached on Monday-Friday 9am-5:30pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Hayes can be reached on 571-272-6708. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the

- Patent Application Information Retrieval (PAIR) system, Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

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Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is 703-305-3900.

A. R. B.  
October 22, 2009

/Akiba K Robinson-Boyce/  
Primary Examiner, Art Unit 3628